

ATTACHMENT 4 QUALITY ASSURANCE SURVEILLANCE PLAN

QUALITY ASSURANCE PLAN # 1 ENTRY/EXIT CONTROL SERVICES

1. Service Requirement: **Entry/Exit Control**

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Quality of Work	Post manned, proper procedures
b. Conduct	Meets required standards
c. Uniform/Firearms	Meets required standards
2. Primary Method of Inspection. Random sampling with deduction projection supported by validated customer complaints and unscheduled inspections.
3. Acceptable Quality Levels (AQL). Table II-A, B, or C, Sampling Plans

a. Quality of Work	4.0
b. Conduct	4.0
c. Uniform/Firearms	4.0
4. Quantity of Work. The quantity of work will be based on the number of shifts in which entry/exit control services are required during the evaluation period. The quantity will vary from period to period based on the actual number of working days. To determine the quantity of work, calculate number of shifts per day (for evaluation purposes only) by dividing each consecutive number of hours per entry/exit post per day by 8; multiply the number of shifts per day times the number of working days in the evaluation period. The following example is based on providing services at three posts during a 30-day evaluation period:

Post/Location	Hours/Day	Shifts/Day	Working Days	Shifts/Period	Hours/Period
13/Entry CD	24	3	30	90	720
14/Entry E*	14	2	22*	44	308
24/Gate 5**	10	2	22*	44	220

(SAMPLE) TOTAL QUANTITY OF WORK 178 SHIFTS 1248 HOURS

*Post not open on weekends or holidays.

5. Level of Surveillance/Inspection. Table I (General Inspection Level I), Table II-A, Sampling Plans For Normal Inspection, will be used initially for contract inspection. Based on the observed defects in contract performance, inspections may be either reduced or tightened. (See Attached - Table I, Table II-A; Table II-B; Table II-C)
6. Sample Size. The sample size for the evaluation period will be based on the current level of inspection (Normal/Reduced/Tightened) and the quantity of work. For example, sample sizes for the quantity of work in Paragraph 4 above (178) would be:

Level I, Normal Inspection:	13 shifts
Level I, Tightened Inspection:	13 shifts
Level I, Reduced Inspection:	5 shifts

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7. Sampling Procedures. Prior to the beginning of the evaluation period, the Government's Quality Assurance Evaluator (QAE) will generate the appropriate number of samples based on the current level of surveillance. For the previous example, 13 random numbers between 1 and 178 will be chosen using a random number table or other method. To determine the specific day/shift/post in the evaluation period to which the randomly selected numbers correspond, a number matrix will be used which assigns a specific number to each day/shift/post in the evaluation period. As the numbers are selected from the matrix, the corresponding day/shift/post will be recorded on the QAE's inspection schedule for the evaluation period.

For example: Day 1/Shift 1/Post 13 = 1
 Day 1/Shift 2/Post 13 = 2
 Day 1/Shift 3/Post 13 = 3

If #3 is randomly selected, Post 13, Shift 3, will be inspected on the first day of the evaluation period.

8. Evaluation Procedures.

a. Random Inspections. The QAEs will visit and observe the randomly selected post at anytime during the designated shift period and evaluate the Work Requirements (Quality of Work; Conduct; and Uniform/Firearms). Results of each inspection will be documented on an "Evaluation Work Sheet" and an "Evaluation Tally Sheet" (samples attached).

A Pass (P) or Fail (F) rating will be assigned each task inspected, based on the Performance Criteria listed below. Any Work Requirement task reasonably unavailable for inspection will receive a neutral rating. A brief description of observed defects or actions taken will be recorded, if appropriate. A failed task may cause the Work Requirement to receive an "Unsatisfactory" (U) performance rating.

Copies of Evaluation Work Sheets will be provided to the Contractor at the end of each working day in which the evaluation takes place.

b. Customer Complaints. The QAE will record and attempt to validate each customer complaint received on the standard Customer Complaint Form (attached). Only complaints validated by the QAE will be documented as an observed defect.

c. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but will be generally limited to posts of particular importance, or posts where problems have been noted in the past or for which complaints have been received. Performance defects observed during unscheduled inspections will be documented on a separate evaluation work sheet from that used for random sampling.

d. Documented Defects. Copies of documented performance defects will be provided the Contractor within 24 hours of validation by the QAE. Performance defects represent a loss in value to the Government and are subject to payment deductions. Refer to Section E, Payment Deduction Clause.

QUALITY ASSURANCE PLAN # 1, ENTRY/EXIT CONTROL SERVICES**9. Performance Criteria.**

- a. Performance for each Work Requirement contains several tasks, either considered "critical" or "important", as indicated on the corresponding Evaluation Work Sheet. The QAE will evaluate each Work Requirement based on individual tasks. The Work Requirement will receive a performance rating of Unsatisfactory when the number of failed tasks are equal to, or greater than, the "Reject Levels" indicated on the "Evaluation Work Sheet".
- b. Critical tasks will be marked by an asterisk * on the Evaluation Work Sheet. All unmarked tasks will be considered "important."
- c. Overall performance for a Work Requirement will be considered "Accepted" for the entire sample lot when the number of unsatisfactory performance ratings received during the inspection period is less than the corresponding AQL "reject" number. For example: For Normal Inspection using Table II-A, the corresponding reject number is 3 based on AQL 4.0, and sample size 20.

When the number of unsatisfactory ratings are equal to, or greater than, the AQL reject level, the sample lot is "Rejected" resulting in the uninspected shifts being subject to payment deduction projection in accordance with Section E, Payment Deduction Clause.

Whether the sample lot is accepted or rejected, each Work Requirement receiving an unsatisfactory performance rating is subject to a payment deduction (refer to 10.b. below)

10. Analysis of Results.

- a. At the end of the month, the COTR will summarize the results of the inspections; compare the number of unsatisfactory performance ratings to AQL for each Work Requirement and review documented defects received from other than random inspections (i.e. customer complaints, unscheduled inspections); recommend modification of the level of inspection accordingly; and, calculate recommended payment deductions for documented defects.
- b. Recommended payment deductions will be taken in accordance with the "Payment Deduction Clause" in Section E for all documented defects (i.e., Random Inspections, Customer Complaints, Unscheduled Inspections) and will be calculated on a Monthly Payment Deduction Form (see attached).
- c. The COTR will monitor the Contractor's overall performance and recommend appropriate administrative actions to the Contracting Officer when performance is less than satisfactory.

QUALITY ASSURANCE PLAN # 2
ROVING PATROL SERVICES

1. Service Requirement: **Roving Patrol Services**

Work Requirements Standards of Performance

- a. Quality of Work Post manned, proper procedures
- b. Conduct Meets required standards
- c. Uniform/Firearms Meets required standards

2. Primary Method of Inspection. Random sampling with deduction projection supported by validated customer complaints and unscheduled inspections.

3. Acceptable Quality Levels (AQL). Table II-A, B, or C, Sampling Plans

- a. Quality of Work 4.0
- b. Conduct 4.0
- c. Uniform/Firearms 4.0

4. Quantity of Work. The quantity of work will be based on the number of shifts in which roving patrol services are required during the evaluation period. The quantity will vary from period to period based on the actual number of working days. To determine the quantity of work, multiply the number of shifts per day for each roving post times the number of working days in the evaluation period. The following example is based on providing services at four posts during a 30-day evaluation period:

Post/Location	Shifts/Day	Working Days		Shifts/Period
31/Interior Patrol	3	30	90	
32/Exterior Patrol	3	30	90	
33/Exterior Patrol	3	30	90	

SAMPLE) TOTAL QUANTITY OF WORK 360 shifts

5. Level of Inspection. Table I (General Inspection Level I), with Table II-A, Sampling Plans For Normal Inspection, will be used initially for contract inspection. Based on observed defects in contract performance, subsequent inspections may be either reduced or tightened. See Attached - Table I; Table II-A; Table II-B; Table II-C)

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6. Sample (Lot) Size. The sample size for the evaluation period will be based on the current level of inspection (Normal/Reduced/Tightened) and the quantity of work. For example, sample sizes for the quantity of work in Paragraph 4 above (360) would be:

Level I, Normal Inspection:	20 shifts
Level I, Tightened Inspection:	20 shifts
Level I, Reduced Inspection:	8 shifts

7. Sampling Procedures. Prior to the beginning of the evaluation period, the government Quality Assurance Evaluator (QAE) will generate the appropriate number of samples based on the current level of inspection. For the previous example, 20 random numbers between 1 and 360 will be chosen using a random number table or other method. To determine the specific day/shift/post in the evaluation period to which the randomly selected numbers correspond, a number matrix will be used which assigns a specific number to each day/shift/post in the evaluation period. As the numbers are selected from the matrix, the corresponding day/shift/post will be recorded on the QAE's inspection schedule for the evaluation period.

8. Evaluation Procedures.

a. Random Inspections. The QAEs will visit and observe the randomly selected post at anytime during the designated shift period and evaluate the Work Requirements (Quality of Work; Conduct; and Uniform/Firearms). Results of each inspection will be documented on an "Evaluation Work Sheet" and an "Evaluation Tally Sheet" (samples attached).

A Pass (P) or Fail (F) rating will be assigned each task inspected, based on the Performance Criteria listed below. If a task cannot be observed directly, as may be the case if the responsible security officer is on an extended perimeter patrol, the Work Requirement task(s) reasonably unavailable for inspection will receive a neutral rating. A brief description of observed defects or actions taken will be recorded, if appropriate. A failed task may cause the Work Requirement to receive an "Unsatisfactory" (U) performance rating.

Copies of Evaluation Work Sheets will be provided to the Contractor at the end of each working day in which the evaluation takes place.

b. Customer Complaints. The QAE will record and attempt to validate each customer complaint received on the standard Customer Complaint Form (attached). Only complaints validated by the QAE will be documented as an observed defect.

c. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but will be generally limited to posts of particular importance, or posts where problems have been noted in the past or for which complaints have been received. Performance defects observed during unscheduled inspections will be documented on a separate evaluation work sheet from that used for random sampling.

d. Documented Defects. Copies of documented performance defects will be provided the Contractor within 24 hours of validation by the QAE. Performance defects represent a loss in value to the Government and are subject to payment deductions. Refer to Section E, Payment Deduction Clause.

9. Performance Criteria.

- a. Performance for each Work Requirement contains several tasks, either considered "critical" or "important", as indicated on the corresponding Evaluation Work Sheet. The QAE will evaluate each Work Requirement based on individual tasks. The Work Requirement will receive a performance rating of Unsatisfactory when the number of failed tasks are equal to, or greater than, the "Reject Levels" indicated on the "Evaluation Work Sheet".
- b. Critical tasks will be marked by an asterisk * on the Evaluation Work Sheet. All unmarked tasks will be considered "important."
- c. Overall performance for a Work Requirement will be considered "Accepted" for the entire sample lot when the number of unsatisfactory performance ratings received during the inspection period is less than the corresponding AQL "reject" number. For example: For Normal Inspection using Table II-A, the corresponding reject number is 3 based on AQL 4.0, and sample size 20.

When the number of unsatisfactory ratings are equal to, or greater than, the AQL reject level, the sample lot is "Rejected" resulting in the uninspected shifts being subject to payment deduction projection in accordance with Section E, Payment Deduction Clause.

Whether the sample lot is accepted or rejected, each Work Requirement receiving an unsatisfactory performance rating is subject to a payment deduction (refer to 10.b. below)

10. Analysis of Results.

- a. At the end of the month, the COTR will summarize the results of the inspections; compare the number of unsatisfactory performance ratings to AQL for each Work Requirement and review documented defects received from other than random inspections (i.e. customer complaints, unscheduled inspections); recommend modification of the level of inspection accordingly; and, calculate recommended payment deductions for documented defects.
- b. Recommended payment deductions will be taken in accordance with the "Payment Deduction Clause" in Section E for all documented defects (i.e., Random Inspections, Customer Complaints, Unscheduled Inspections) and will be calculated on a Monthly Payment Deduction Form (see attached).
- c. The COTR will monitor the Contractor's overall performance and recommend appropriate administrative actions to the Contracting Officer when performance is less than satisfactory.

QUALITY ASSURANCE PLAN # 3
ALARM MONITORING SERVICES

1. **Service Requirement:** **Alarm Monitoring Services**

<u>Work Requirements</u>	Standards of Performance	
a. Quality of Work	Post manned, proper procedures	
b. Conduct	Meets required standards	Uniform/Firearms
Meets required standards		

2. **Primary Method of Inspection.** Random sampling with deduction projection will be used for all work requirements except response to alarms, which will be inspected 100%.

3. **Acceptable Quality Levels (AQL).** Table II-A, B, or C, Sampling Plans

a. Quality of Work	4.0
b. Conduct	4.0
c. Uniform/Firearms	4.0

The AQL for Quality of Work is 4.0; however, failure to respond to any alarm sounding within the required standards will result in an overall unsatisfactory rating for the evaluation period.

4. **Quantity of Work.** The quantity of work will be based on the number of shifts in which alarm monitoring services are required during the evaluation period. The quantity will vary from period to period based on the actual number of working days. To determine the quantity of work, multiply the number of shifts per day for each alarm monitoring post times the number of working days in the evaluation period. The following example is based on providing services at two alarm monitoring posts during a billing period in which there are 30 working days:

Post/Location	Shifts/Day	Working Days	Shifts/Period
1/Console	3	30	90
1A/Console	3	30	90

(SAMPLE)TOTAL QUANTITY OF WORK 180 shifts

5. **Level of Inspection.** Table I (General Inspection Level I), Table II-A, Sampling Plans For Normal Inspection, will be used initially for contract inspection. Based on the observed defects in contract performance, inspections may be either reduced or tightened. (See Attached - Table I, Table II-A; Table II-B; Table II-C)

6. **Sample Size.** The sample size for evaluation period will be based on the current level of inspection (Normal/Reduced/Tightened) and the quantity of work. For example,

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ALARM MONITORING SERVICES

sample sizes for the quantity of work in Paragraph 4 above (180) would be:

Level I, Normal Inspection:	13
Level I, Tightened Inspection:	13
Level I, Reduced Inspection:	5

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7. **Sampling Procedures.** Prior to the beginning of the evaluation period, the QAE will generate the appropriate number of samples based on the current level of surveillance. For the previous example, 13 random numbers between 1 and 180 will be chosen using a random number table or other method. To determine the specific day/shift/post in the period to which the randomly selected numbers correspond, a number matrix will be used which assigns a specific number to each day/shift/post in the evaluation period. As the numbers are selected from the matrix, the corresponding day/shift/post will be recorded on the QAE's inspection schedule for the evaluation period.

For example: Day 1/Shift 1/Post 1 = 1
 Day 1/Shift 2/Post 1 = 2
 Day 1/Shift 3/Post 1 = 3

If #2 is randomly selected, Post 1, Shift 2, will be inspected on the first day of the evaluation period.

8. Evaluation Procedures.

a. **Random Inspections.** The QAEs will visit and observe the randomly selected post at anytime during the designated shift period and evaluate the Work Requirements (Quality of Work; Conduct; and Uniform/Firearms). Results of each inspection will be documented on an "Evaluation Work Sheet" and an "Evaluation Tally Sheet" (samples attached).

A Pass (P) or Fail (F) rating will be assigned each task inspected, based on the Performance Criteria listed below. Any Work Requirement task reasonably unavailable for inspection will receive a neutral rating. A brief description of observed defects or actions taken will be recorded, if appropriate. A failed task may cause the Work Requirement to receive an "Unsatisfactory" (U) performance rating.

Copies of Evaluation Work Sheets will be provided to the Contractor at the end of each working day in which the evaluation takes place.

b. **Customer Complaints.** The QAE will record and attempt to validate each customer complaint received on the standard Customer Complaint Form (attached). Only complaints validated by the QAE will be documented as an observed defect.

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c. **Unscheduled Inspections.** Unscheduled inspections may be conducted at any time, but will be generally limited to posts of particular importance, or posts where problems have been noted

in the past or for which complaints have been received. Performance defects observed during unscheduled inspections will be documented on a separate evaluation work sheet from that used for random sampling.

d. Documented Defects. Copies of documented performance defects will be provided the Contractor within 24 hours of validation by the QAE. Performance defects represent a loss in value to the Government and are subject to payment deductions. Refer to Section E, Payment Deduction Clause.

9. Performance Criteria.

a. Performance for each Work Requirement contains several tasks, either considered "critical" or "important", as indicated on the corresponding Evaluation Work Sheet. The QAE will evaluate each Work Requirement based on individual tasks. The Work Requirement will receive a performance rating of Unsatisfactory when the number of failed tasks are equal to, or greater than, the "Reject Levels" indicated on the "Evaluation Work Sheet".

b. Critical tasks will be marked by an asterisk * on the Evaluation Work Sheet. All unmarked tasks will be considered "important."

c. Overall performance for a Work Requirement will be considered "Accepted" for the entire sample lot when the number of unsatisfactory performance ratings received during the inspection period is less than the corresponding AQL "reject" number. For example: For Normal Inspection using Table II-A, the corresponding reject number is 3 based on AQL 4.0, and sample size 20.

When the number of unsatisfactory ratings are equal to, or greater than, the AQL reject level, the sample lot is "Rejected" resulting in the uninspected shifts being subject to payment deduction projection in accordance with Section E, Payment Deduction Clause.

Whether the sample lot is accepted or rejected, each Work Requirement receiving an unsatisfactory performance rating is subject to a payment deduction (refer to 10.b. below)

10. Analysis of Results.

a. At the end of the month, the COTR will summarize the results of the inspections; compare the number of unsatisfactory performance ratings to AQL for each Work Requirement and review documented defects received from other than random inspections (i.e. customer complaints, unscheduled inspections); recommend modification of the level of inspection accordingly; and, calculate recommended payment deductions for documented defects.

b. Recommended payment deductions will be taken in accordance with the "Payment Deduction Clause" in Section E for all documented defects (i.e., Random Inspections, Customer Complaints, Unscheduled Inspections) and will be calculated on a Monthly Payment Deduction Form (see attached).

c. The COTR will monitor the Contractor's overall performance and recommend appropriate administrative actions to the Contracting Officer when performance is less than satisfactory.

QUALITY ASSURANCE PLAN # 4
ADMINISTRATIVE REQUIREMENTS

1. SERVICE REQUIREMENT: Administrative Requirements

Work Requirements	Standards of Performance
a. Key/Access	Paragraph C.1.6
b. Management/ Staffing Requirements	Paragraph C.1.3.a
c. Employee Suitability/ Qualifications	Paragraph C.1.7.b
d. Training/ Qualification	Paragraph C.5.6
e. Personnel Security Clearance Requirements	Paragraph C.1.8

2. Primary Method of Surveillance. Unscheduled inspections will be used for work requirements in a. and b. above. All other requirements will be inspected 100% for each employee hired by the Contractor.

3. Maximum Allowable Defect Rate (AQL).

The AQL for all administrative requirements is zero (0%). The contractor either is, or is not, in compliance with the specification.

4. Quantity of Work. Not Applicable

5. Level of Surveillance. Not Applicable.

6. Sample Size. Not Applicable.

7. Sampling Procedures. Each work requirement will be evaluated at least once during each month.

8. Evaluation Procedures. The QAE will periodically schedule time throughout the month to inspect each of the administrative requirements listed above in paragraph 1. Most of these inspections will involve review of files, logs, and reports. Some requirements may also be evaluated as unscheduled inspections as the QAE performs other inspections. A brief summary of the items reviewed/checked and any deficiencies noted will be included in the remarks column of the Evaluation Work Sheet. Particular attention will be paid to assuring the Contractor and all

employees of the Contractor continue to maintain required licenses, permits, and obtain necessary training and security clearances. Personnel and personnel security clearance requirements will be reviewed for each new Contractor employee assigned to duty during the evaluation period.

9. Analysis of Results. At the end of the month, the QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the CO when performance is less than satisfactory.

QUALITY ASSURANCE PLAN # 5
MOTORIZED PATROL EQUIPMENT

1. Contract Requirement: Motorized Patrol Equipment

Work Requirements	Standards of Performance
a. Vehicles	Paragraph C.5.1(2)C.5.2
b. Equipment	Paragraph C.4
2. Primary Method of Surveillance. Unscheduled inspections will be used for both work requirements.
3. Maximum Allowable Defect Rate (AQL).

The AQL for vehicle requirements is zero (0%). The contractor either is, or is not, in compliance with the specification.
4. Quantity of Work. Not Applicable.
5. Level of Surveillance. Not Applicable.
6. Sample Size. Not applicable.
7. Sampling Procedures. Each work requirement will be evaluated at least once during the month.
8. Evaluation Procedures. The QAEs will periodically schedule time throughout the month to inspect each requirement listed in paragraph 1 and indicate either satisfactory (S) or unsatisfactory (U) on the attached Evaluation Work Sheet. A brief description of any noted defects or actions taken will be recorded, if appropriate. Copies of Evaluation Work Sheets will be provided to the Contractor at the end of each working day in which the evaluation takes place.
9. Analysis of Results. At the end of the month, the QAE will summarize the results of the inspections, assess the Contractor's overall performance and recommend appropriate administrative actions to the CO when performance is less than satisfactory.